



FINDING FORMULARY, APPEALS, AND EXCEPTIONS INFORMATION ON THE WEB

If you are a provider or someone helping a provider, and you need information about plan formularies, and appeals and exceptions process, use the following link:
http://www.cms.hhs.gov/PrescriptionDrugCovGenIn/04_Formulary.asp#TopOfPage.

On this page, you will find a variety of resources for more information about appeals and exceptions to help you. For example, by using the links under the “Downloads” or “Related Links Inside CMS” headings you can get to the following:

- **Exceptions and Appeals Contact Information**—You can find the plan contact information for all plans in your state. You can use the telephone numbers provided if the plan’s routine protocol fails for prior authorization or a formulary exception, or you need information after normal business hours. You can use the Part D appeals telephone numbers to contact the plan for the purpose of appealing a determination.
- **Medicare Prescription Drug Coverage Provider Communication Form**—This is a form you may be able to use to request prescription information or a prescription drug change. Check with the plan to make sure they accept this form.
- **View the complete formulary for a plan**—This link allows you to get to a tool where you can view all the plans in a state and go directly to the plan’s formulary information. If you click on this link, you will be transferred to the “Formulary Finder” on www.medicare.gov.

If you need additional help, you can call the plan of the patient you are trying to help.